Abstract

The invention relates to a method and a device (40) for generating and outputting diagnosis data of a printer or copier. A first control unit collects first diagnosis data of preset first diagnosis events in a first data format. A second control unit (14) collects second diagnosis data of preset second diagnosis events in a second data format. A diagnosis data stream (42) is generated with the first diagnosis data and the second diagnosis data and is supplied to an evaluation unit (26) for evaluating and displaying the first and second diagnosis events. A first evaluation instruction (44b) is used for processing the first diagnosis data included in the data stream (42) and a second evaluation instruction (44c) is used for processing the second diagnosis data included in the data stream (42).